AC AIRCON SERVICES

SERVICE, REPAIR, MAINTENANCE & NEW INSTALLATION TERMS AND CONDITIONS
Effective / last amended: 02 November 2026 | Singapore

IMPORTANT - ON-SITE PRICING AND APPROVAL

Prices advertised online, in messages, or provided before inspection are starting prices or estimates unless expressly identified as fixed written quotations. Our technician will confirm the final scope and total charge on site, before chargeable work begins. Customers must request clarification and approve that price and scope before authorising the work. Once clearly disclosed, accepted and completed, the agreed price is payable and is not open to retrospective bargaining merely because the customer subsequently prefers a lower price. This does not prevent correction of billing errors, challenge to unauthorised charges, complaints about defective or unperformed work, misrepresentation, or rights that cannot lawfully be excluded. Any later additional works require a further quotation and approval.

1. Company and application

These Terms apply to services supplied by AC Aircon Services ("AC", "we", "our") to customers ("you"), including inspections, servicing, cleaning, repairs, maintenance packages, replacement and new air-conditioning installation. The applicable quotation, invoice, booking confirmation and any specifically agreed written project schedule form part of the contract.

The version provided or made reasonably available to you before booking or authorising work applies to that transaction. Material amendments do not retrospectively change existing contracts without agreement. If a separately signed quotation identifies specific scope, price or warranty terms, those specific terms prevail over inconsistent general provisions.

2. Estimates, on-site final pricing and informed approval

Website rates, promotional prices, booking-page totals and phone or WhatsApp indications may assume standard residential units, ordinary accessibility, normal operating condition and a defined scope. They may exclude unusual units, ceiling or concealed systems, high-BTU or commercial equipment, specialist access, spare parts, refrigerant, disposal, electrical works, materials, evening surcharges, parking, permits and extra labour unless specifically included.

Our technician will explain the condition found, the proposed scope, the total price inclusive of disclosed applicable surcharges and tax (if any), and material exclusions before commencing chargeable works. Approval can be evidenced by a signed jobsheet/quotation, accepted electronic quotation, booking selection, or an unambiguous WhatsApp/SMS instruction. We may keep records of such approval.

Once you approve a disclosed price and the corresponding work is properly carried out, payment is due at the agreed price. A later change of mind, discovery of a cheaper competing quote, or dissatisfaction with the amount alone is not a basis for a discount or refund. If the work is outside the approved scope, we will seek your authorisation before adding charges; silence is not approval.

If you decline the on-site proposal, no unapproved repair or installation charge will be made. Any separately disclosed and previously agreed attendance, inspection, assessment or diagnostic charge remains payable.

3. Appointments, access and customer responsibilities

Appointment windows are estimates, not guaranteed arrival times. You must provide safe and lawful access, working utilities, suitable drainage and parking/loading access where reasonably required, and an adult authorised to make service and pricing decisions.

Before work starts, disclose known leaks, electrical faults, prior repairs, unstable equipment, special finishes, concealed wiring or pipes, fragile fixtures, access restrictions, management rules, protected surfaces and any building restrictions. Move valuables, electronics and delicate items away from the work area, and protect or remove items that cannot tolerate ordinary work-related water, dust or vibration.

We may pause, reschedule or decline unsafe, prohibited or impracticable work, including where access or site conditions differ substantially from those disclosed. Additional agreed visits, special equipment or labour may be charged separately.

4. Booking, rescheduling and cancellation

Requests to reschedule should ordinarily reach us at least 3 hours before the appointment. Where a customer cancels with less than 3 hours notice, a previously disclosed cancellation charge of the lower of S$30 or 50% of the booked service fee may apply where reasonable in the circumstances. No such fee applies where we cancel or materially fail to attend without suitable alternative arrangements.

For custom ordered equipment, materials, installations or special project work, any non-refundable procurement, supplier cancellation or mobilisation amounts must be identified before commitment and must reflect reasonable incurred costs, subject to applicable law. We will not retain money for work or goods that we have not supplied where that would be unlawful or unreasonable.

5. Deposits, payment and invoices

A disclosed deposit, commonly 50%-70% for major works or installation, may be required and is credited against the final agreed invoice. Balance payment is due on completion or at the milestones stated in an accepted written quotation. Payment methods and bank details will be shown on an official invoice or communication; verify unusual payment changes with our official contact.

Where an invoice contains a genuine dispute, notify us promptly with the disputed item and supporting information, and pay undisputed amounts when due. We may charge reasonable documented recovery costs or lawful late-payment charges only where properly disclosed and agreed; we do not impose an automatic, undisclosed penalty.

6. Scope, diagnostics and repairs

Troubleshooting and diagnostic charges pay for testing, technician time and professional assessment, not a promise that the issue can be located or permanently resolved at that visit. Intermittent faults, concealed leaks, corrosion, wiring defects and multiple simultaneous failures may require further tests, parts or separate quotations.

A repair relates only to the identified work item. It does not amount to an overhaul or guarantee of the entire existing system. We may recommend replacement where a system is unsafe, uneconomical, severely corroded or unlikely to be reliably repaired. No further chargeable repair is undertaken without approval.

7. Water leakage, drainage and recurring issues

Leaks may arise from dirty coils, drain pans, drain-line blockages, installation gradient, condensate pumps, insulation, concealed piping, wall or ceiling conditions and other causes. Cleaning, flushing or clearing one blockage cannot guarantee that a different cause or a new blockage will not later produce leakage.

Customer should disclose historic leaks and water damage. We are not responsible for existing deterioration or damage not caused by our work; we remain responsible to the extent required by law for damage actually caused by our negligent work or other legal breach. Investigating hidden drains, ceilings or third-party pipework is excluded unless expressly quoted.

8. Chemical wash, chemical overhaul and cleaning risks

Chemical work involves water, cleaning agents, disassembly where specified, and reasonable drying/clean-up steps. Pre-existing corrosion, weakened plastics, faded finishes, cracked clips, brittle insulation, blocked drains or prior faulty repairs can become apparent during cleaning. Customers must identify sensitive stone, wood, laminate, fabric, paint, metal finishes and electrical items that need special protection.

We will exercise reasonable care and use appropriate protective measures. Ordinary minor wetness or dust inherent in the agreed process does not by itself indicate defective work. We are not liable for pre-existing or unavoidable damage that occurs despite reasonable care; this does not exclude liability for damage caused by our negligence or breach of contract.

9. Refrigerant, pressure tests and gas top-ups

A gas top-up replenishes refrigerant but is not a guaranteed permanent solution where a leak exists. Pressure/leak testing, tracing, pipe replacement, reconnection, vacuum, recommissioning and later refrigerant charges are separate unless expressly included in the quotation.

If a system cannot safely hold pressure or has inaccessible leaking components, further work may be required. No particular leak location or successful repair is guaranteed in advance.

10. Maintenance packages and existing package visits

Maintenance plans cover only the number of units, type and frequency of visits stated in the purchased package. A booking described as a maintenance-package visit may carry a S$0 visit price because the included service has already been paid for; any separately selected add-ons, extra units, repairs, parts or applicable evening surcharge are additional and must be shown and approved before performance.

Unused visits, expiry dates, transfer rights and rescheduling follow the package terms shown when purchased. Recommendations made at earlier visits are advisory and are not a warranty or commitment to perform later remedial work without charge.

11. New installation / replacement: quotation and site survey

All prices on our New Aircon Installation page, including prices for particular models and "System 2/3/4" configurations, are indicative promotional or standard-scope prices unless confirmed by an accepted written quotation. Listings based on "normal replacement installation" or "using back existing pipeline" assume existing piping and route can safely and lawfully be reused. Advertised promotional dates, stock, model numbers, equipment ratings and specifications must be verified when ordering.

An on-site survey assesses visible conditions only and is not a guarantee concerning hidden ceilings, concealed pipes, structural integrity, building approvals or concealed electrical defects. The final written installation quotation must state selected equipment, included copper pipes, insulation, drainage, trunking, wiring, supports, labour, removal/disposal and exclusions, with an estimated programme.

Installation shall not start until the quotation or stated scope and total price have been accepted. Changes requested by the customer or made necessary by concealed conditions require an additional quotation and express approval before chargeable variation work proceeds.

12. New installation: reused piping, hidden conditions and extra works

Reuse of existing refrigerant pipes, drainage, trunking, cabling, isolators and supports is subject to inspection, compatibility, manufacturer requirements, condition and any applicable technical or regulatory requirements. Reusing old infrastructure may carry increased risks of hidden leaks, contamination, obstructions or premature failure. Where reuse is unsafe or unsuitable we may require replacement, subject to a revised quote.

Unless specifically included, plastering, painting, tiling, carpentry, boxing-up, ceiling access panels, waterproofing, masonry reinstatement, specialist access, scaffolding, electrical distribution-board upgrades, extra power points, permits and building-management charges are excluded. We will take reasonable care when drilling and routing, but precise finishes, colours and perfect concealment cannot be guaranteed unless expressly agreed.

Existing damage, concealed pipes or cables, asbestos or other hazardous materials, and structural restrictions must be disclosed so far as known to the customer. We may stop work to seek an approved variation or safe alternative. We are not responsible for damage attributable solely to an undisclosed pre-existing condition where we exercised reasonable care.

13. New installation: approvals, electrical works and commissioning

The customer is responsible for obtaining landlord, MCST, building-management or other permissions applicable to the premises, unless the written quote expressly allocates a particular approval to us. Equipment positioning, compressor mounting and discharge routes must comply with applicable building rules and manufacturer instructions.

Electrical changes that legally require an appropriately licensed or authorised professional will be carried out or arranged only by suitably qualified personnel, where included. Manufacturer-recommended clearances, permissible pipe runs, drainage slope and supply capacity may limit the requested layout.

Completion includes reasonable checks and commissioning appropriate to the agreed scope. Performance depends on site heat load, insulation, usage, maintenance, outside temperatures and equipment capacity; we do not warrant a specific room temperature or electricity saving unless expressly agreed in writing.

14. Equipment supply, delivery and substitutions

Models, colour, promotions and stock are subject to availability. We will not substitute a materially different brand or model, change the price or alter a significant specification without customer approval. Supplier delivery delays, obsolete parts and circumstances outside our reasonable control may require a mutually agreed new schedule or cancellation and appropriate refund for undelivered goods or services.

Removed equipment and scrap disposal are included only if stated in the quotation. Ownership of supplied equipment passes in accordance with the agreed sale terms and applicable law; statutory consumer rights remain unaffected.

15. Workmanship and manufacturer warranties

Any workmanship warranty is limited to the specific work and duration expressly stated in the invoice, quotation or package terms. Where servicing or repair documentation specifies 30, 60 or 90 days, the period stated for that particular job applies; there is no universal warranty covering all equipment and pre-existing components.

New equipment may have a separate manufacturer warranty with its own registration, exclusions, servicing requirements and claims process. Unless expressly agreed, manufacturer warranties are provided by the manufacturer, and our workmanship warranty is separate. Reasonable diagnostic charges may apply to out-of-scope or unrelated problems, but a genuine covered defect will be handled in accordance with the applicable warranty and mandatory law.

Warranty exclusions may include misuse, lack of required maintenance, third-party tampering, power irregularities, natural wear, environmental damage and problems outside the completed work, to the extent legally permissible. No provision overrides statutory remedies for defective goods or services.

16. Property protection, incidental damage and third parties

We will take reasonable care to protect the work area. Some vibration, noise, water discharge, dust, drilling marks and movement of furnishings are inherent in agreed aircon work. You must point out fragile surfaces, hidden services, loose fixtures, previous leaks or damaged finishes and allow suitable access.

We are not responsible for loss caused by independent defects, previously damaged fixtures, building infrastructure, third-party work or subsequent customer alterations where we did not cause or contribute to the loss. We will investigate credible allegations of damage caused by our technicians and respond according to the facts and applicable law.

17. Safe working, equipment isolation and interruptions

We may isolate electricity, shut down aircon systems, temporarily move access panels or suspend work where necessary for safety. Customers should safeguard sensitive processes, servers, pets and possessions against foreseeable temporary interruption. We may refuse unsafe instructions or work that would violate manufacturer or applicable regulatory requirements.

If hidden dangers or a serious unsafe condition are discovered, we may leave the system switched off and explain recommended remedial action. Subsequent corrective work is subject to a separate approved quotation unless included in the original scope.

18. Complaints, inspection opportunity and records

Please notify us of alleged damage, price discrepancies or defective work as promptly as reasonably possible, preferably with photographs and the job date. Early notice helps us preserve evidence and arrange inspection, but does not extinguish statutory rights merely because a short notification period passes.

You agree to provide a reasonable opportunity to inspect and, where legally appropriate, rectify alleged defects before engaging another contractor at our expense, except where immediate action is reasonably necessary to prevent danger or serious loss. We may maintain dated quotations, WhatsApp approvals, photographs, work reports and commissioning results in accordance with our privacy obligations.

19. Refunds and remedies

Properly delivered labour, assessment, approved parts and completed services are chargeable at the agreed amount. A refund is not automatically due because a separate defect arises later or a diagnosis cannot guarantee a permanent solution. If we fail to perform a contractual obligation, supply defective goods or cause legally actionable damage, available remedies will be assessed according to the contract and applicable law.

Where a deposit covers ordered stock or mobilisation, any deductions on cancellation must be lawful, disclosed and reasonable. Nothing in these Terms removes a remedy that the law requires us to provide.

20. Liability and legal limitations

Nothing in these Terms excludes or limits liability for death or personal injury resulting from negligence, fraud, wilful misconduct, or any liability or consumer remedy that cannot lawfully be excluded or restricted.

Subject to the preceding sentence and the reasonableness requirements of Singapore law, we are not liable for defects, losses or delays to the extent caused by pre-existing conditions, customer instructions contrary to our advice, lack of required permissions, third-party works, misuse, or circumstances outside our reasonable control.

To the extent legally permissible and reasonable in the circumstances, neither party is liable to the other for remote or indirect commercial losses (such as lost profits or business interruption) not reasonably foreseeable when the contract was made. Any proposed limitation on direct property-damage liability applies only insofar as reasonable and enforceable under the Unfair Contract Terms Act and other applicable law. No arbitrary blanket cap or waiver of all liability is imposed by these Terms.

21. Force majeure and delays

Neither party is responsible for a failure or delay caused by events beyond its reasonable control, to the extent affected, including extreme weather, disruption of supply chains, authority restrictions and unsafe building conditions. We will communicate material delays and discuss reasonable rescheduling or cancellation arrangements; prepaid sums for unperformed work will be addressed according to applicable law.

22. Privacy and communications

We may use contact, address, access and job information to provide quotations, schedule visits, deliver services, keep work and payment records and respond to complaints. Relevant photographs may document site conditions or completed works. Personal data will be handled in accordance with applicable Singapore privacy law and our published privacy policy.

Official communication may be by email, SMS or WhatsApp to the contact details supplied. We will not treat silence or an unanswered message as acceptance of a new charge.

23. Law, severability and amendments

These Terms are governed by Singapore law, with disputes subject to the jurisdiction of the Singapore courts, without limiting any applicable consumer redress rights. If a provision is invalid or unenforceable, the remainder continues to apply where legally possible.

Updated Terms apply prospectively to bookings or quotations accepted after they are made reasonably available. The customer should receive or have accessible the applicable version before entering the contract or approving work.

24. Contact details

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